

## Commercial Customer Service Representative Interview Questions

1. Share an experience you had in dealing with a difficult person and how you handled the situation.
2. Provide an experience in which you effectively processed and recorded new insurance policies and claims.
3. Share an experience in which you successfully shared a difficult piece of information. (Make sure that the candidate has open lines of communication.)
4. Tell me how you organize, plan, and prioritize your work.
5. Share an experience when you applied new technology or information in your job. How did it help your company?
6. Share an effective approach to working with a large amount of information/data. How has your approach affected your company?
7. Share an example of a time you had to gather information from multiple sources. How did you determine which information was relevant?
8. Share an experience in which you processed, prepared, and submitted business and/or government forms.
9. Provide an example of a time when you were able to demonstrate excellent listening skills. What was the situation and outcome?
10. Provide an example when your ethics were tested.
11. Share an experience in which your attention to detail and thoroughness had an impact on your last company.
12. Provide an example of when you were persistent in the face of obstacles.
13. Describe a time when you organized and/or worked with detailed office and/or warehouse records. How did you effectively maintain files?
14. Share an experience in which your communication skills helped you to be effective in corresponding with

## Commercial Customer Service Representative Interview Questions

insured or agents.

15. Name a time when your patience was tested. How did you keep your emotions in check?

16. How do you balance cooperation with others and independent thinking? Share an example. (Try to determine if the candidate has a cooperative attitude or is otherwise good-natured.)

17. Tell me about an experience in which you analyzed information and evaluated results to choose the best solution to a problem.

18. Share an experience in which you collected initial premiums and issued receipts.

19. Share an example of when you went above and beyond the "call of duty". (Look for answers that show the candidate is dependable.)

20. Share a time when you willingly took on additional responsibilities or challenges. How did you successfully meet all of the demands of these responsibilities? (Make sure the candidate is a self-starter and can demonstrate some initiative.)